

2007 City of Memphis Poll

Interviewing Questionnaire

November, 2006

Hello, my name is _____ and I work for Yacoubian Market Research of Memphis. We are conducting our yearly poll for the City of Memphis and would like to know how you feel about major issues and the services the City provides to Memphians. We don't know your name and we don't sell anything.

- A. First of all, do you live in the City of Memphis or outside the City?
- B. Are you at least 18 years old?

Please tell me how you would grade the quality of the following **City services**. Your choices are: very good, good, not too good, and not good at all. If you don't know anything about the service please tell me.

- 1. The Memphis Zoo
- 2. The Pink Palace Museum
- 3. Memphis Botanic Gardens
- 4. Mud Island River Park
- 5. Public golf courses
- 6. Public tennis courts
- 7. Large parks such as Overton and Audubon
- 8. Your neighborhood park
- 9. Adult athletic programs such as softball
- 10. Youth athletic programs
- 11. Parks Department summer day camps for children
- 12. Parks Department before and after school programs
- 13. Liberty Bowl Memorial Stadium
- 14. Public swimming pools
- 15. Neighborhood community centers
- 16. Greenways and walking trails

Now I am going to read a list of **issues**. For each one, I want you to tell me if you think each issue is: not a problem, a slight problem, a somewhat serious problem, or a very serious problem in your neighborhood.

17. Litter on neighborhood streets
 18. Dogs running loose
 19. Drainage after rains
 20. Maintenance of City alleys
 21. Inadequate street lights
 22. Trash or weeds on vacant lots
 23. Tires left on the street for more than two weeks
 24. Abandoned cars/trucks in your neighborhood
 25. Run-down houses
 26. Pollution in rivers and creeks
 27. Speeding on neighborhood streets
 28. Gang activity in your neighborhood
 29. Drug sales
 30. Burglaries
 31. Violent crimes
-
32. In the past year, do you feel that the **crime rate** in your neighborhood has been increasing, decreasing, or staying the same?
 33. If you were walking or **jogging alone at night** in your neighborhood, would you feel very safe, fairly safe, somewhat unsafe, or very unsafe?

Now I would like to read several statements about the **police department**. Please tell me if you strongly agree, agree, disagree, or strongly disagree with these statements:

- 34. Police are respectful to people in your neighborhood.
- 35. Police are quick in answering calls to your neighborhood.
- 36. Police do a good job preventing crime in your neighborhood.

Now I am going to ask you about the **fire department**. Again, please tell me if you strongly agree, agree, disagree, or strongly disagree with these statements:

- 37. The fire department crews are respectful to people in your neighborhood.
- 38. The fire department is quick in answering calls to your neighborhood.

Now I'm going to ask you about the **City ambulance** and paramedic services (EMS). Again, please tell me if you strongly agree, agree, disagree, or strongly disagree with these statements:

- 39. The ambulance and paramedic crews are respectful to people in your neighborhood.
- 40. The ambulance and paramedic crews are quick in answering calls in your neighborhood.

NOTE: ASK FOLLOWING QUESTIONS OF ALL RESPONDENTS

Now I would like to read some statements about **garbage collection services**. Please tell me if you strongly agree, agree, disagree, or strongly disagree with each statement.

- 41. The garbage collectors do not spill trash and garbage when emptying your cart.
- 42. The garbage collectors consistently empty your cart on the collection day.
- 43. The garbage collectors consistently empty the recyclables on the collection day.
- 44. The garbage collectors pick up your curbside trash such as limbs and appliances within one week.
- 44a. Do you receive garbage collection services from the City of Memphis? (yes/no)

Now I would like to read some statements about **street repair**. Again, please tell me if you strongly agree, agree, disagree, or strongly disagree with each statement.

- 45. The City's expressways, such as I-240 and I-55, are well-maintained and potholes are patched in a reasonable time.
- 46. The U.S. and State highways, such as Elvis Presley Blvd, Poplar Ave, Jackson Ave, Summer Ave, Lamar Ave, and Austin Peay Hwy, are well-maintained & potholes are patched in a reasonable time.
- 47. The major City streets, such as Frayser Blvd, Walnut Grove Rd, Park Ave, Millbranch, Mendenhall, White Station, and Yale Rd are well-maintained and potholes are patched in a reasonable time.
- 48. The streets in your neighborhood are well-maintained and potholes are patched in a reasonable time.
- 49. The street in front of your residence is well-maintained and potholes are patched in a reasonable time.

Please grade the importance of each of the following City functions as it is related to improving the **overall quality of life** in Memphis. How important is it for Memphis City government to provide the following City functions? Your choices are: very important, important, not important.

50. Building new streets and roads
51. Repaving and patching potholes on existing streets
52. Providing fire protection
53. Cleaning public areas by sweeping streets, picking up litter, mowing vacant lots
54. Providing police protection against crime
55. Providing recreational programs and park facilities for children, adults, and seniors
56. Addressing environmental quality of the air, rivers, and streams
57. Providing garbage collection services
58. Funding public learning groups such as the public library, the zoo, the museums, and the arts
59. Funding the City School system
60. Communicating with citizens and responding to their requests
61. Planning for and responding to natural disasters and diseases
62. Providing programs to revitalize neighborhoods, reduce decay, and provide affordable housing
63. Providing property tax breaks to businesses who would then create new jobs
64. Providing job training for unemployed and under employed Memphians
65. Funding improvements to the Liberty Bowl Stadium and Pyramid
66. Funding improvements for the Riverfront such as the boat landing, land bridge, walkways, & sidewalk cafes

These next few items deal with **neighborhood issues**. For each item, please tell me how well the City is performing these tasks in your neighborhood. Respond only if they are relevant to your neighborhood. Your choices are very good, good, not too good, and not good at all.

- 67. Improving the condition of shopping areas in your neighborhood
 - 68. Improving the quality of rivers and streams in your neighborhood
 - 69. Helping your neighborhood organization
 - 70. Requiring property owners to maintain houses in your neighborhood
 - 71. Preserving historic housing and buildings in your neighborhood
 - 72. Improving apartment buildings and public housing in your neighborhood
 - 73. Maintaining the City sewer system in your neighborhood
-

How would you grade the following services dealing with **health and safety**? Your choices are very good, good, not too good, and not good at all.

- 74. Health inspectors' grading of sanitation & cleanliness at Memphis area restaurants
- 75. Controlling rats in your neighborhood
- 76. Controlling mosquitoes in your neighborhood
- 77. Providing health education and disease prevention literature
- 78. Providing immunizations and immunization records
- 79. Addressing the quality of the Memphis air
- 80. Providing vital records such as birth and death certificates
- 81. Providing quality health care at the Health Loop clinics, also called the Health Department clinics

Please tell me how you would grade the **quality of the City library services**. Your choices are very good, good, not too good, and not good at all. If you don't know anything about the service, please tell me.

- 82. Availability of library materials
- 83. Availability of computers and internet services
- 84. Helpfulness of library staff
- 85. Overall quality of the main library
- 86. Overall quality of your local library branch

How would you grade **Memphis Light, Gas and Water (MLGW)** in each of these specific areas? Your choices are very good, good, not too good, and not good at all.

- 87. Quality of drinking water
- 88. Cost of utilities
- 89. Responding to gas and electric emergencies in your neighborhood
- 90. Courtesy of field workers in your neighborhood
- 91. Satisfaction with tree trimming around power lines in your neighborhood
- 92. I would like to ask you about some specific services. In the past year, did you contact an office concerning the City's **solid waste management, garbage, trash services, or the recycling hotline?**

Yes No

If yes,

- 93. Which office did you contact: The Solid Waste Department, The Solid Waste Office, the Public Works Division, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

- 94. The office answered the phone professionally.
- 95. The office responded to your concern promptly.
- 96. The office was courteous and attentive.
- 97. The concern was solved as a result of the contact.
- 98. In the past year did you contact an office concerning **maintenance of the city streets?**

Yes No

If yes,

- 99. Which office did you contact: Public Works, The City Street Office, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

- 100. The office answered the phone professionally.
- 101. The office responded to your concern promptly.
- 102. The office was courteous and attentive.
- 103. The concern was solved as a result of the contact.

104. In the past year did you contact an office concerning **weeds and trash** on vacant lots?

Yes No

If yes,

105. Which office did you contact: The Weed Office, General Services, Mayor's Citizen Service Center, City Council, or other?

106. (If Weed Office) Did you also contact the Mayor's Citizen Service Center about this problem?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

107. The office answered the phone professionally.

108. The office responded to your concern promptly.

109. The office was courteous and attentive.

110. The concern was solved as a result of the contact.

111. In the past year did you contact an office concerning **abandoned vehicles** and junk cars?

Yes No

If yes,

112. Which office did you contact: Code Enforcement, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

113. The office answered the phone professionally.

114. The office responded to your concern promptly.

115. The office was courteous and attentive.

116. The concern was solved as a result of the contact.

117. In the past year did you contact an office concerning a problem with **rundown houses**?

Yes No

If yes,

118. Which office did you contact: Code Enforcement, Health Department, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

119. The office answered the phone professionally.

120. The office responded to your concern promptly.

121. The office was courteous and attentive.

122. The concern was solved as a result of the contact.

123. In the past year, did you or anyone in your household contact the **Mayor's Citizen Service Center** for concerns other than those mentioned above?

Yes No

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

124. The office answered the phone professionally.

125. The office was courteous and attentive.

126. In the past year, did you or anyone in your household contact **MLGW**?

Yes No

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

127. The office answered the phone professionally.

128. The office responded to your concern promptly.

129. The office was courteous and attentive.

130. The concern was resolved as a result of the contact.

131. In the past year, did you or anyone in your household call or **contact the Memphis police** because you were a victim of a crime, witness to a crime, or to report something suspicious?
- Yes No
132. On this occasion, the overall performance of the police was good. (Your choices are: strongly agree, agree, disagree, strongly disagree).
133. In the past year, did you or anyone in your household call or **contact the fire department**?
- Yes No
134. On this occasion, the overall performance of the fire department was good. (your choices are: strongly agree, agree, disagree, strongly disagree).
135. In the past year did you or anyone in your household call or contact the City to request an **ambulance** or paramedics because of an emergency?
- Yes No
136. On this occasion, the overall performance of the City ambulance crew and paramedics was good. (your choices are: strongly agree, agree, disagree, strongly disagree).
137. How satisfied are you with how the City keeps you **informed** about City government matters that affect you? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?
138. Now I would like to ask a broader question about services. In general, are you very satisfied, satisfied, dissatisfied, or very dissatisfied, with the **overall services** provided by the City of Memphis?
139. In general, how would you rate Memphis as a **place to live**? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied with Memphis as a place to live?
140. One year from now, do you think **your neighborhood** will be a better place to live, about the same, or a worse place to live?
- Now I would like to read some statements about financing city services. Would tell me if you strongly agree, agree, disagree, or strongly disagree with the statements?
141. The city should provide the same services even if it means increasing taxes.
142. The city should provide fewer services in order to balance the budget.
143. The city should provide more and better services even if it means increasing taxes.

I would now like to ask you some questions about **moving**.

144. Do you have any intention of moving in the next 2 years?

yes no

145. Where do you intend to move? (your choices are:

Within the City;

Outside the City but within Shelby County;

North Mississippi, East Arkansas or West Tennessee;

Somewhere else (outside of this region)

Not sure where I might move

Before we finish, I need some general information about your background.

146. How would you describe your **race**? (your choices are: Caucasian, African-American, Hispanic, Asian, or none of these)

I don't need your name, but

147. May I please have your home **zip code**?

Thank you very much. Your time, patience, and participation are greatly appreciated. You have made an important contribution to our City.